



# Front Desk Supervisor

## Announcement # DBH-00310

**Salary: \$12.00 to \$15.00 per hour      Series/Grade: NF 0303 03**

Naval District Washington - Fleet and Family Readiness Program

Department of the Navy Non-Appropriated Funds

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**LOCATION: Bachelors Housing – Dahlgren, VA**

**OPENED: 30 September 2010**

**CLOSES: Open Continuous**

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**AREA OF CONSIDERATION: ALL SOURCES**

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**RFT (35 – 40 hours per week) benefited position**

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**TO APPLY:** Download forms on <https://www.cnic.navy.mil/ndw/Jobs/OpenPositions/index.htm>

Submit required forms OF-612 AND OF-306 to: Fleet and Family Readiness Program, Attn: HR Office, 47402 Buse Road - Bldg. 467, Patuxent River, MD 20670. *A résumé may be included with the required forms, but NOT in place the OF-612 and OF-306.*

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### **DUTIES AND RESPONSIBILITIES:**

The function of the position is to supervise all front desk operations and reservations including cashiering, reservations, and room assignments to maximize occupancy. Resolves administrative problems, routine operational issues, and complaints related to front desk operations. Supervises three or more NF-2 front desk personnel. Ensures the front desk operates in accordance with established instructions and manuals. Processes reservations, check-in guests, and check-out guests within established guidelines. Acts as the resident expert of the property management system. Reviews reports from the night audit concerning occupancy, vacancy, call accounting system and other related areas. This includes statistical analysis, reporting procedures and analyzing audit reports to ensure accountability of personnel and revenue. Provides information as requested by higher authority. May receive and be accountable for a change fund. Prepares Daily Activity Records (DAR) and deposits cash receipts at the end of each shift. Responsible for the accountability of all keys and any other inventory maintained at the front desk. Reconciles room status with the housekeeping report. Coordinates with housekeeping department to ensure rooms are ready for occupancy. The incumbent trains, instructs, and supervises personnel assigned to the Front Desk both in a formal training setting and on the job training. Plans and schedules ongoing production oriented work for all front desk personnel on a daily, weekly, monthly, and quarterly basis adjusting staff levels as required to meet the workload demand. Participates in hiring front desk staff, evaluates and counsels subordinates, completes performance evaluations, approves leave requests, and recommends performance awards.

### **MINIMUM QUALIFICATIONS:**

Requires three years of work experience that demonstrates knowledge of basic principles, concepts, standards, regulations and administration related to front desk operations. Professional knowledge of the lodging organization, administration, policies/procedures, and supervisory practices in conducting day-to-day operations. Must be skilled in the use of a personal computer and various software programs, including knowledge of the property management system.

### **SPECIAL REQUIREMENTS:**

This position is subject to the possibility of workdays on weekends and holidays, as well as, rotating shifts, often consisting of other than normal duty hours. May be required to possess a valid state driver license, as travel to other facilities may be required within the normal scope of duties. Applicants will be notified when this is a requirement for appointment. This position is subject to a favorable National Agency Check (NAC).

**Visit our web site:**

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**Note: All applicants must address the qualification requirements on your resume/application. If all required qualifications are not cited on your resume/application you will be disqualified**

Some positions have special requirements. In these cases selection is tentative pending satisfactory completion of these requirements. Applicants may be required to provide proof of education, etc. All selections are contingent upon the obtaining of satisfactory employment reference checks.

***As a condition of employment, the selected individual will be required to participate in the Direct Deposit/Electronic Fund Transfer program.***

Spouses of active duty military members of the Armed Forces may receive preference in hiring under this announcement if they are among the best qualified referred and are within reach of selection. Please clearly identify in your application that you are asking for spouse preference and submit a copy of current PCS orders. **Failure to submit current PCS orders with application will prevent spousal preference from being granted.**

The Department of the Navy is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, or any other non-merit factor.

The Department of the Navy provides reasonable accommodation to applicants with disabilities. Applicants with disabilities who believe they require reasonable accommodation should contact our Human Resource Office to ensure that the Department of the Navy can consider such requests. The decision to grant an accommodation will be made on a case by case basis.

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